ROQ

Return on Quality

Customer Satisfaction Management
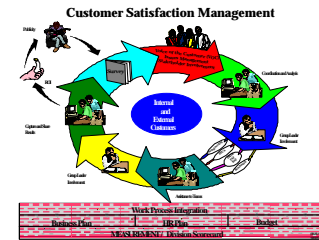
Issue Management Pilot Tracks Customer Issues

BUS Division is currently testing an approach to managing a wide range of issues to resolution. The issues being addressed include customer complaints, customent suggestions, employee suggestions, information/help requests, assessment findings, and assessment corrective actions.

As part of the pilot, BUS is testing a desktop tool that works with the standard email system to automate notifications and reminders to employees working issues as well as closure with customers. The tool also allows for reporting, analysis, and trending of issues and BUS' performance in resolving them.

Issue Subjects
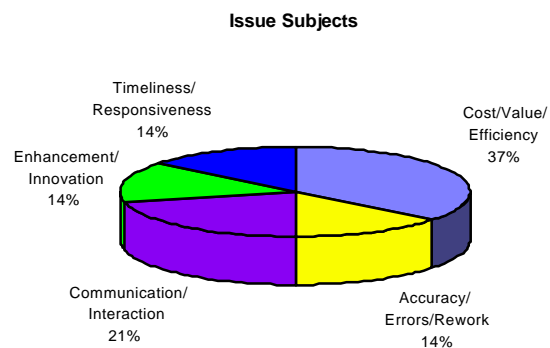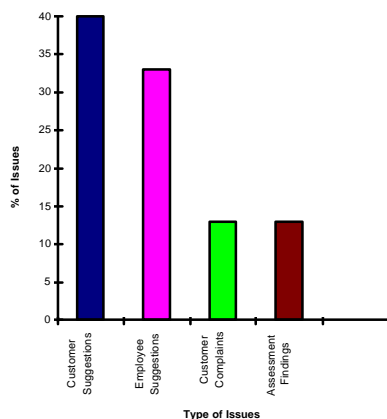
example: Procurement Issues tracked to date

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